

# ***DTS-W NEWSLETTER***

## ***SPECIAL EDITION II***

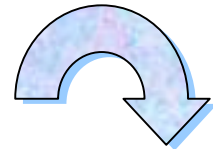
### ***WITS2001 TRANSITION***

22 MARCH 2001

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***AN IMPORTANT MESSAGE FOLLOWS:***



***Forum III - canceled***

Thanks to all who attended our DoD WITS2001 Transition Training Forum II...we hope that you enjoyed the day...if you were unable to attend, all of the conference briefings and materials have been posted on the DTS-W website at [dtsw.army.mil](http://dtsw.army.mil)

Since we were able to pace through the Forum II contents in one morning and since there were few questions, the WITS2001 Transition Team has decided that there will not be sufficient new material to justify a Forum III on 28 March 2001 as we had originally planned. Therefore, we ***are canceling plans for Forum III...***this does not mean that we will not continue to inform you of any new developments or to remind you of the critical dates that impact your activities! DTS-W will still be keeping in touch through your

account managers, e-mail updates, voice mail announcements, newsletters and just about any way we can create a dialog with you.

Your questions have helped us focus our efforts in support of the areas that are most important to you, so please keep them coming...contact your account manager, the customer care center (703.588.2581, FAX 703.588.2540, [callcenter@dtsw.army.mil](mailto:callcenter@dtsw.army.mil)) or the WITS2001 Transition Team ([witsresponseteam@dtsw.army.mil](mailto:witsresponseteam@dtsw.army.mil))

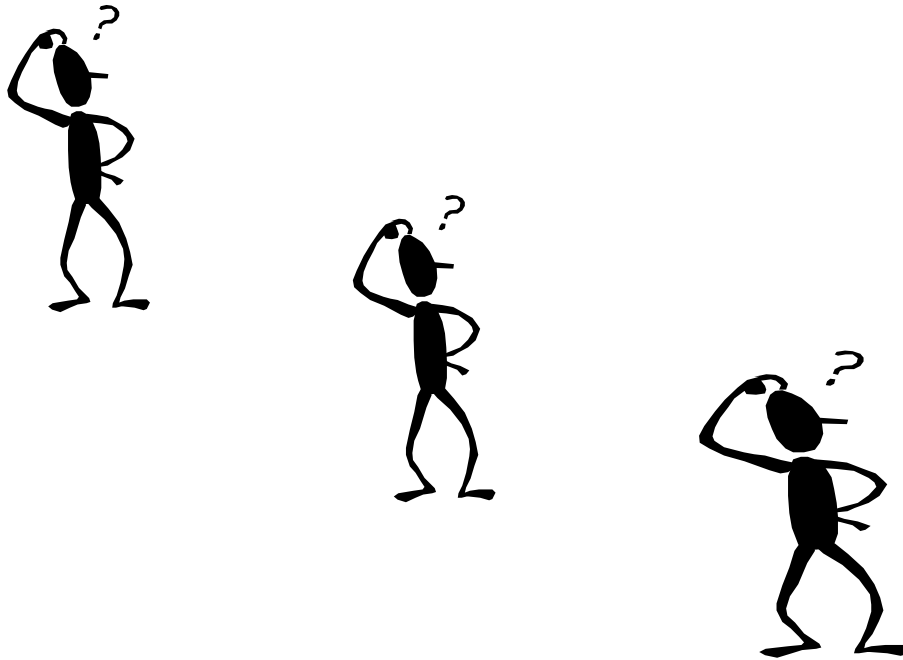
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## *Attention Pentagon TSCOs & DARs*

DTS-W will host a special Forum to address the **Pentagon** transition to WITS2001. There are some special differences in how the Pentagon does business and the pricing of Pentagon services.

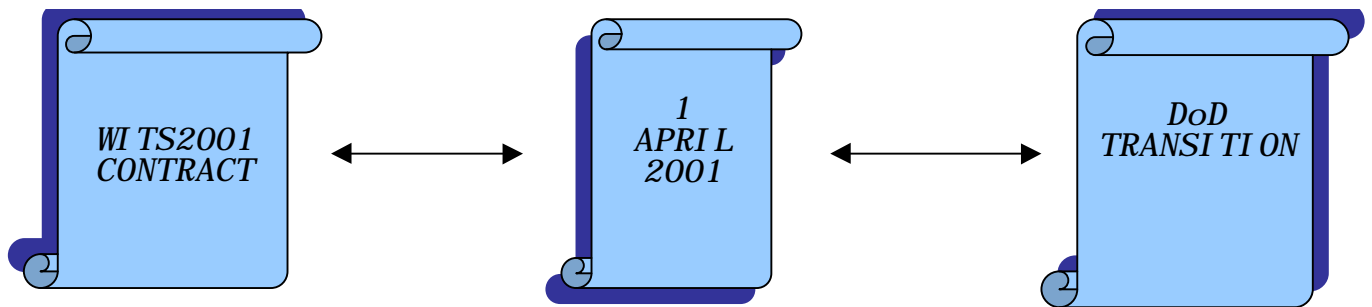
The WITS2001 Pentagon Forum will be held on Tuesday, 3 April 2001 in the Pentagon, Room 2E715A from 0900 to 1130. While we will not be providing a continental breakfast, we still need to know how many will attend for planning purposes. If you have Pentagon accounts and you plan to attend this session, please e-mail the names of those who will participate along with your BAC, activity name and phone numbers to [dtswforum@dtsw.army.mil](mailto:dtswforum@dtsw.army.mil). We will provide updates on the Pentagon Forum through our new Pentagon e-mail list so please either register for the Pentagon Forum or send an e-mail if you will not be attending but have a need to receive Pentagon only information.



## HAVE YOU SUBMITTED YOUR WITS2001 APPLICATION?

There are still some agencies that have not submitted the WITS2001 Application forms to DTS-W. As previously stated, all TSCOs and DARs must complete this application prior to gaining the ability to order service from the WITS2001 contract via Verizon's [Service@once](mailto:Service@once) or to have Billing Account Codes (BACs) activated in the Telecommunications Ordering and Pricing System (TOPS). The application is a three (3) page document that may be accessed via the DTS-W website at [www.dtsw.army.mil](http://www.dtsw.army.mil) (click the "enter DoD WITS2001 Information here" button) or the WITS2001 web page under the Client's Guide button and "Forms – Application Package Forms" at [www.wits2001.com](http://www.wits2001.com).

Please fax completed applications to Mr. William Martin at 703-588-2483. If you have questions or concerns, you may contact Mr. Martin at 703-696-9099.

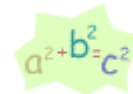
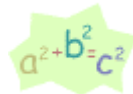
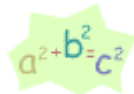


On 1 April 2001, Department of Defense (DoD) agencies within the National Capital Region (with the exception of Ft. Belvoir) will be transitioned to the WITS2001 contract for administrative telecommunications services and products. WITS2001 is a service based indefinite delivery/indefinite quantity contract that makes maximum use of E-services and has a wide range of telecommunications offerings. A contract overview is located on the DTS-W web site at [www.dtsw.army.mil](http://www.dtsw.army.mil).

Additionally, you are encouraged to review information from Forum I and Forum II. Briefing Slides and all other handouts can be found on our web site in the area marked WITS2001 "enter here".

As a reminder, the following information is re-printed:

### **Billing Account Code (BAC)/Location Group (LG) CONVERSION for WITS2001**



As a result of transitioning to the WITS2001 contract, many DoD and civilian Billing Account Codes (BACs) and Location Groups (LGs) are duplicated in the provisioning and billing systems. This has led us to partner with GSA and Verizon to develop conversion formulas to map DoD's BACs and LGs to Verizon's [Service@once](#) and GSA's Telecommunications Ordering and Pricing System (TOPS) billing system. For Verizon's [S@O](#) system, DoD was assigned new numbers adding 10,000 to the current DoD numbers. The following conversion formula was developed so the TSCO will know what numbers to use when they log into Service @Once.

Conversion formula for the BACs is as follows:

New [Service@once](#) BAC = current BAC+10,000 for VERIZON.

Examples: Current BAC 0791 + 10,000 = 10791 for [Service@once](#) system.  
5791 + 10,000 = 15791 for [Service@once](#) system.

GSA's TOPS system utilizes numbers and letters in their billing system. The first two numbers indicate the billing system number, in this case TOPS. The TOPS number is 37. The third character is a letter and is assigned utilizing the following conversion chart.

GSA TOPS Conversion Chart:

10 = A	15 = F
11 = B	16 = G
12 = C	17 = H
13 = D	18 = I
14 = E	19 = J

GSA/TOPS BAC = 37 + conversion letter for first two characters of new BAC + remainder of the characters from DTS-W BAC.

Examples: S@O BAC 10791, first two characters are 10 which = A.  
S@O BAC 15791, first two characters are 15 which = F  
GSA/TOPS BAC = 37+A+791 = 37A791  
GSA/TOPS BAC = 37+F+791 = 37F791

The following chart further demonstrates the BAC conversion processes:

<u>DOD BAC</u>	<u><a href="#">S@O</a> BAC</u>	<u>TOPS BAC</u>
0791	10791	37A791
5791	15791	37F791

Location Group Conversion: 

The conversion formula for the LGs is similar to that of the BACs. For [S@O](#) add 10,000 to your current DTS-W LG.

Example: Current DoD LG 568 + 10,000 = 10568  
For TOPS LGs utilize the same conversion formula for converting BACs minus the system number.

Example: Current [S@O](#) LG 10568 = A568

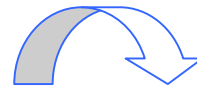
The following chart further demonstrates the LG conversion processes:

<u>DOD LG</u>	<u>S@O LG</u>	<u>TOPS LG</u>
568	10568	A568

It is important to note that for all services other than WITS, your current DTS-W BAC will remain unchanged.

## TRAINING UPDATE

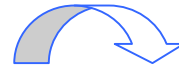
[SERVICE@ONCE](#)



- ✓ To order products/services via [Service@once](#), all telecommunications service control officers (TSCO) & designated agency representatives (DAR) must complete a 3 day training course
- ✓ After completion of the course, the attendees will receive a unique password that will allow access to the system in accordance with the pre-determined access level required. In addition to a password, a secure ID key card will be required for those who select the \*dial up access method. (\*See [www.dtsw.army.mil](http://www.dtsw.army.mil) WITS2001 Forum II Folder Content #14)
- ✓ DoD personnel are scheduled to begin [Service@once](#) training on **3 April 2001** at 1710 H. Street, NW. Classes will be held on Tuesday, Wednesday and Thursday of each week, and will begin promptly at 8 a.m. Maps/directions are included at the above mentioned web site Folder Content #17.
- ✓ A registration form is required. A copy of the registration form along with an explanation memorandum is located on the DTS-W web site Folder Content #12.

- ✓ If there is a need to cancel, Verizon must be notified prior to noon on Monday preceding your class date. You may contact Ms. Orticke (Verizon) at 202-392-7077 or the Service Center at 1-800-381-3444 or the DTS-W Customer Care Center at 703-588-2581.

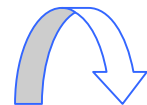
## **DAR TRAINING**



- ✓ On the morning of the 3<sup>rd</sup> day of class (Thursday), 1 hour has been set aside for DAR training. The DAR appointment letter will be presented and signed during this time frame.

It has been determined that the DAR must attend the [Service@once](#) training class in its entirety. One of the primary responsibilities of the DAR is to personally approve service orders placed by the TSCO. This approval process takes place within [Service@once](#). In order to receive access to [Service@once](#) and learn how to do the actual approval process, training as briefed is a requirement.

## **ABBREVIATED [SERVICE@ONCE](#) TRAINING CLASS & EXECUTIVE OVERVIEW**



- ✓ Due to limited training resources and the need to share training slots with GSA DARs, we will not be able to train as many DoD personnel during the April/May timeframe as originally planned.
- ✓ Verizon is developing an abbreviated training class (approximately 4 hours in duration) that upon completion will allow “read-only” access to [Service@once](#). “Read-only” privileges will allow you to access the system to review service orders and validate your invoices.

The abbreviated class will include the following:

- ❑ Access/Navigation
- ❑ Definition of the Modules
- ❑ Find/View Service Orders
- ❑ Find/View Reports
- ❑ Question and Answer Period

✓ The three-day course will still be mandatory in order to receive full access to the [Service@once](#) system.

✓ Specific information (dates/times/facility) relating to the abbreviated training course will be forwarded as soon as possible.

Questions and/or concerns in reference to [Service@once](#) training may be directed to Ms. Jackie Fowler at 703-696-8671 or e-mail at [leah.fowler@dtsw.army.mil](mailto:leah.fowler@dtsw.army.mil)

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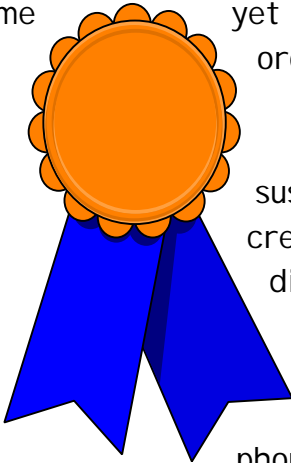


Mr. Hudson, the Administrative Assistant to the Secretary of the Army, signed the Economy Act Class Determination and Findings (D&F), on 12 March 2001. This D&F authorizes the DoD to procure telecommunications services and equipment from GSA's WITS2001 contract and will remain in effect through the duration of the contract. The Economy Act D&F will be added as an addendum to the Memorandum of Understanding (MOU) between the U.S. General Services Administration (GSA) and the Department of the Army, Office of the Administrative Assistant regarding the WITS2001 contract. A copy of this D&F will also be posted on the DTS-W website.



February's TEMPO Monthly Services and Activities Report noted a net loss of 524 working lines in the TEMPO network. Your voluntary audits of 145 of the 576 BACs (25%) that had Non-usage Reports in the Pentagon and other NCR locations resulted in positive action. To date you have scrutinized 10,930 of 30,553 lines (36%) noted on the corporate Non-usage Reports. We can expect to see a much bigger net loss reported for March as the bulk of suspended lines are disconnected during this month. The final figures will not be ready for some time yet but early indicators point to a ratio of 3 disconnects ordered out of every 10 lines audited.

Restoring mistakenly  
percentage overall)  
One TSCO reported  
Another reported  
line" and commented  
him a new definition of  
modem pools, elevator  
got hit as well. Yet despite this collateral damage and the resulting personal heat, the overall effect of this project has been positive.



suspended lines (A small  
created its own humor and tension.  
disconnecting his own fax line.  
disconnecting a General's "hot  
how the experience had given  
hot! Of course the usual  
phones and hallway entrance phones

From an enterprise perspective, the cost avoidance garnered by your collective action will be measured in the tens of thousands of dollars. In addition, the reuse of switching facilities, vertical and horizontal wiring and recycling of numbers will keep down infrastructure sprawl.

So if you are still out there identifying unneeded lines, press on. Even with a disconnection charge under WI TS2001, there are cost savings to be had over the long haul.



## **WWW.WITS2001.COM**

A Web Site has been developed for the WITS2001 contract to provide information and communication to end users. The content, format, and files on this Web Site are constantly updated to reflect additions or changes to contract offerings, announce upcoming events, provide guidelines for ordering, and furnish data for Verizon, GSA, and DoD contacts.

The following sections describe the current web pages for [www.wits2001.com](http://www.wits2001.com) (*many of these pages will soon be revised to provide better navigation for end users*):

### *Home Page*

A Banner box in the lower left corner flashes announcements about current events or significant contract notices. The middle of the page names all of the accessible web pages. Future changes include adding a Quick Links box, replacing Site Map with a Site Index search feature, and enlarging the Banner box to accommodate additional announcements.

### *Products, Services & Pricing*

This section will be greatly expanded to include pictures, specifications, and related pricing information for products and services. Currently, you can get an overview of products and services as well as access the Pricing Tables, Pricing Instructions, and Mitretek's Price Estimating Tool. In addition, a couple in helpful items include the ISDN Set Comparison Matrix and Voice Mail presentation.

### *Announcements*

All announcements are listed in reverse chronological order (most current at the top).

### *Trouble Reporting*

Information is provided for contacting Verizon's Customer Service Center (CSC) to report troubles and request maintenance reports.

### *Service@once*

From this page, authorized users can access Service@once. Text describes this ordering, provisioning, and billing system highlighting its capabilities, training, and access methods.

### *View Your Invoice*

Direct Billed customers can access Bill@once from this page.

### *Meeting Calendar*

GSA and Verizon account managers use this calendar tool to document customer meetings.

### *Contract Overview*

This section outlines the contract, names vendors, and stores the RFP and redacted proposal.

### *GSA/FTS and Verizon*

Links to GSA's and Verizon's Web Sites are provided.

### *Contact Us*

Names, phone and fax numbers, and web addresses are listed for Verizon, GSA, and DoD.

### *Client's Guide*

This section has multiple entries and will soon be redesigned to provide more detailed information. A separate page for "Unique Customer Requirements" will identify items specific to DoD and other customers. The Client's Guide has several chapters (chapter sections will be added in the redesign):

#### TABLE OF CONTENTS

##### INTRODUCTION

Purpose and use of guide, intended audience, benefits, contract overview

##### POINTS OF CONTACT

GSA and Verizon program teams and responsibilities, WITS2001 CSC, electronic tools

##### OPERATIONAL SUPPORT SYSTEMS

Service ordering, billing, service intervals, trouble reporting/intervals/escalation

##### PRODUCTS AND SERVICES

Description of products and services on the contract (see Products & Services web page)

##### DIALING INSTRUCTIONS

Dialing plan, feature access codes (DoD's instructions to be added soon)

##### GLOSSARY

Glossary of terms, acronyms

In addition, a number of forms can be found within the Client's Guide and also as separate pdf files on the web page:

APPLICATION PACKAGE FORM

Complete this three-page form to become a WITS2001 user

CUSTOMER FEEDBACK FORM

Submit comments or suggestions about the Client's Guide or Web Site

SERVICE ORDER REQUEST FORM

Print, complete, and fax to CSC to create a service order

BILLING ACCOUNT CHANGES and DISCONNECT BAN AND BAC FORMS

Notify Verizon of billing account or other BAN / BAC changes

AUDIO AND VIDEO TELECONFERENCING RESERVATION FORMS

Request and reserve audio or video teleconferencing services

Other reference materials can also be accessed from this page:

PRICING TABLES

Products and services available on the contract are listed by CLIN with description, part number (CPE), and current year pricing. All services are in one table, and product tables are arranged by CPE vendor.

PRICING INSTRUCTIONS

More detailed information about CLINs is available.

SERVICE@ONCE AND BILL@ONCE ACCESS METHODS

This document summarizes access options, logon guidelines, and ordering procedures.

**Note 1:** To access the most current information on this Web Site, you need to clear your disk cache or press Reload or Refresh at each web page and pdf file. You also need to download Acrobat Reader version 4.0 to search/find and select/copy data in pdf files.

**Note 2:** The above article (WITS2001.com) will be on the web site labeled "site map".

# The DTS-W Customer Care Center Is Open and Ready for Business !!!



We Care About Our  
Customers

DTS-W now has a Main Telephone Number that you can use when you don't know whom to call within our agency. This Main Number will connect you directly to our newly established **Customer Care Center**. The Customer Care Center will be manned by Customer Care Representatives that will provide you with prompt and courteous assistance with your telecommunications needs. The DTS-W Customer Care Center does not replace your DTS-W Account Manager. It does, however, give you an alternate point of entry into our organization when your Account Manager is unavailable to personally take your call. When seeking our assistance, use the Customer Care Center as a tool to help us serve you better.

Our hours of operation are 8:00 a.m. to 4:30 p.m. Monday through Friday. You have three optional methods of reaching us. You may :

Phone us at **(703) 588-2581**

OR

Fax to us at **(703) 588-2540**

OR

E-mail us at **["callcenter@dtsw.army.mil"](mailto:callcenter@dtsw.army.mil)**



# FREQUENTLY ASKED QUESTIONS

## **Will the line disconnect charge be enforced after 1 April 2001?**

The WITS2001 contract is based on best business practices and makes every effort to push all charges to the "cost causer". Therefore, the recurring line charges on this contract are very reasonable. Verizon was able to provide service at these low prices by pulling out costs that were formerly embedded in the line charges.

Therefore, DoD customers will now be charged \$55 to disconnect a line. However, in cases where our customers are doing work which is considered to be a "project", the line disconnect charges can be negotiated during the "cost quote" phase. DSS-W will assist DTS-W during this period in order to negotiate the best cost available for your project.

## **What is the cost of a line under the WITS2001 contract?**

The recurring cost of an analog line is approximately \$9.50. An ISDN line will be approximately \$13.20. The charge for ISDN is per "B" channel. These charges include regulatory passthroughs that vary by jurisdictions (DC, MD, VA). Therefore, we have provided our customers with an average cost for budgetary purposes.

Ft. Belvoir and Pentagon rates are still under negotiation.

## **Do we need to include an overhead cost to GSA when we budget for our WITS2001 products and services?**

No, all GSA overhead is already included in the published rates.

## **Can the PC that is used to access [Service@once](#) be used for other things?**

If you are not using or cannot use DTS-W (DoD) as a gateway to access [Service@once](#), it is strongly recommended that you isolate a PC from your LAN using an analog line for security purposes.

**What about essential users? Will WITS2001 support this feature?**

All essential users identified on TEMPO will remain essential under WITS2001. To add or delete the essential user feature for your Billing Account Code lines, please contact your DTS-W account manager.

**We now call 693-2202 to report a trouble without going through our TSCO. Where will we call under WITS and what is the charge?**

Users can still call 693-2202. The call is automatically routed to the new 800 WITS2001 number. There is no charge for a line related trouble call.

**If [Service@once](mailto:Service@once) goes down, can you fax or call in the orders and will there be a charge?**

Yes, you can always fax or phone in a service order. If the Verizon provided system is inoperable, there will be no charge.

**Can we have more than one DAR for our accounts?**

Yes.

**Will all orders placed on the WITS2001 contract be provisioned through [Service@once](mailto:Service@once)?**

Yes.

**There appear to be discrepancies with the Non-usage Reports that were provided to us. Will BACs be credited for all discrepancies?**

DTS-W will take a snapshot of lines in the DTS-W inventory and match the data with lines billed by BAOSC. If there are discrepancies, DTS-W will research the line charges to first determine whether the incorrect lines were truly charged to your account. If you have been billed in error, you will receive credit.